

---

## BUDGET UNIT BRIEF – FY 2020

Fiscal Services Division

July 1, 2020



---

Ground Floor, State Capitol Building

Des Moines, Iowa 50319

515.281.3566

## Volunteer Services

### Background

The Volunteer Services Program is administered by the Department of Human Services (DHS) and was created to enhance the delivery of services to lowans in need. Volunteers under the supervision of paid staff assist in providing services and completing administrative tasks. Volunteers supplement paid staff rather than replace staff. This staff-volunteer team approach results in extended services to clients, especially during times of resource scarcity. Appropriated funds are used to pay for contracts with organizations that recruit and coordinate volunteers.

### Volunteer Participation and Services

Volunteers must apply and be accepted to serve. Each volunteer donates from three to more than 40 hours per week throughout the year. In FY 2018, nearly 8,000 persons volunteered 104,000 hours to the DHS. The number of lowans served by volunteers in FY 2018 includes:

- 8,984 children.
- 7,028 adults under the age of 60.
- 3,916 adults aged 60 and over.

Volunteer services include:

- Direct services to clients and residents, including parent aides, commodity distributors, and medical transporters.
- Indirect services, such as clerical assistance.
- Stipend volunteers, such as foster grandparents.

### Funding

The Volunteer Services Program General Fund appropriation is included in the Health and Human Services Appropriations Act and has averaged \$85,000 annually for the five-year period from FY 2014 to FY 2019. The Program is also supported by federal funds annually through the Social Services Block Grant (SSBG) in the amount of approximately \$63,000.

The average annual cost to recruit, coordinate, and support a single volunteer is \$18.50.

### Related Statutes and Administrative Rules

Iowa Code section [217.13](#)

Iowa Administrative Code [441](#)

### Budget Unit Number

4130N400001

918428

---

### More Information

Department of Human Services: [dhs.iowa.gov](http://dhs.iowa.gov)  
LSA Staff Contact: Kent Ohms (515.725.2200) [kenneth.ohms@legis.iowa.gov](mailto:kenneth.ohms@legis.iowa.gov)